

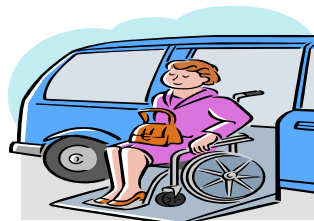
PASSENGER SERVICE AND SAFETY **(PASS)**



PASS Training Includes:

Benefits:

- Comprehensive training on the assistance drivers should be providing to passengers with special needs.
- Training helps to prevent driver injuries.
- Improved morale and increased efficiency.
- Training can reduce a system's exposure to liability lawsuits.
- Training may be an important factor in reducing insurance premiums.
- Training will improve system efficiency by accelerating loading and unloading process
- Training can result in greater user confidence in the system.



- ❑ Driver Sensitivity, Awareness, and Communications
- ❑ Disability Awareness
- ❑ Wheelchair Handling
- ❑ Lift Operating Procedures
- ❑ Wheelchair Securement
- ❑ Principles of Crisis Management
- ❑ Evacuation Techniques and Emergency Procedures
- ❑ Blood Borne Pathogen Protection
- ❑ Handling Seizure Disorders
- ❑ Americans with Disabilities Act (ADA)
- ❑ Railroad Crossing information

This training course includes both classroom lecture and hands-on practice in the correct and safe handling of passengers with special needs.

MDT's Transit Section has four instructors certified to teach the PASS course.

Program Development:

This program was developed by the Community Transportation Association of America (CTAA). CTAA is a national nonprofit association serving public and private transportation operators. They are a recognized leader in the field of transportation education, training and information.

CTAA website: <http://www.ctaa.org/>

For Further Information Contact:



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MDT attempts to provide accommodations for any known disability that may interfere with a person participating in any service, program or activity of the Dept. Alternative accessible formats of this information will be provided upon request. For further information call (406)444-6331 or TTY (800)335-7592, or by calling Montana Relay at 711.

PASSENGER SERVICE AND SAFETY (PASS)



Certification Training Program

Montana Department of Transportation



Rail, Transit and Planning Division
Transit Section

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